

**DUTY STATEMENT
DEPARTMENT OF STATE HOSPITALS-ATASCADERO
HUMAN RESOURCES DEPARTMENT**

JOB CLASSIFICATION: Office Technician (Typing) Employee Relations Office

1. MAJOR TASKS, DUTIES, AND RESPONSIBILITIES

Under daily supervision of the Employee Relations Manager, performs general human resources office work and is expected to consistently exercise a high degree of initiative, independence, and problem solving in performing assigned tasks. Assists Employee Relations Office (ERO) staff in the performance of various duties involving the disciplinary and labor relations processes including filing, scanning, and photocopying of highly confidential discipline and labor relations documents.

50% Clerical Support

- **Receive, screen, and route incoming telephone calls; take messages; provide information and refer to the appropriate Human Resources staff.**
- **Assist in mail run to Human Resources and Executive Staff hallway.**
- Maintain scheduling calendar for Employee Relations Office conference rooms.
- **Prepare meeting agendas and minutes for disciplinary and labor meetings (i.e. Joint Labor Management Committee, Meet & Discuss, Meet & Confer, etc.).**
- Retrieve Official Personnel Files (OPF) from the Human Resources Office for case conference.
- Prepare and maintaining new disciplinary case files and archive disciplinary files.
- **Assist Employee Relations Analysts with copying, scanning, and redacting of supporting (Skelly) documents.**
- Prepare documents for DSH-Legal for active employee discipline cases.
- Prepare documents for licensing agencies (i.e. Board of Registered Nursing, Board of Licensed Vocational Nursing and Psychiatric Technicians) related to employee discipline.
- **Maintain Written Counseling and Annual Review/Probationary Report logs.**
- **Assist Labor Relations Analyst with copying and scanning of supporting documents for employee grievances.**
- Order office supplies as needed.
- Complete work orders related to Employee Relations Office (Residence 3/Building 507)

DUTY STATEMENT – Office Technician (Typing)

Page #2

20% Processing of Candidate Reference Checks for Employee Relations

- **Track receipt and completion of AT 2061.1 Candidate Reference Check-Employee Relations form.**
- Contact DSH-A Office of Special Investigations regarding pending or prior sustained investigations of potential employment candidates.
- Contact outside agencies (i.e. Department of Developmental Services, California Department of Corrections and Rehabilitation, California Correctional Health Care Services, etc.) regarding employee discipline for potential employment candidates.

15% Monitoring and Tracking of Unemployment Insurance Benefits Claims filed through the Employment Development Department (EDD)

- **Track receipt and completion of claim and notice of wages forms from EDD for Unemployment Insurance Benefit Claims.**
- Request payroll information from Personnel Specialist, Personnel Supervisor, or Personnel Transactions Manager.
- Maintain Unemployment Insurance Benefit Claim tracking log.

10% Monitoring and Tracking of Nepotism

- **Track receipt and completion of DSH 3215 *Verification of Personal Relationships and Hiring of Relatives* forms.**
- Respond to Employment Office regarding DSH 3215 forms for prospective new hires.
- Assist Labor Relations Analyst with compiling documents for Nepotism Compliance Plans and tracking of Nepotism Compliance Plan progress.
- Assist Labor Relations Analyst with maintaining Nepotism Compliance Plan log.

5% Assist the Human Resources Department in completion of specialized projects, as needed.

2. SUPERVISION RECEIVED

Staff Services Manager I – Employee Relations Manager

3. SUPERVISION EXERCISED

N/A

4. KNOWLEDGE AND ABILITIES

KNOWLEDGE OF: Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.

ABILITY TO: Perform difficult clerical work, including ability to spell correctly; use proper English grammar; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take

DUTY STATEMENT – Office Technician (Typing)

Page #3

effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules and office policies and procedures; prepare correspondence independently; communicate effectively; provide functional guidance.

5. REQUIRED COMPETENCIES

INFECTION CONTROL

Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment.

SAFETY

Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safe or security hazards.

CULTURAL AWARENESS

Demonstrates awareness to multicultural issues in the workplace, which enable the employee to work effectively.

PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION

Maintains and safeguards the privacy and security of patients' protected health information (PHI) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

SITE SPECIFIC COMPETENCIES

Basic knowledge of Human Resources principles. Ability to operate various types of office equipment including personal computer, photocopy machines, facsimile, and printer. After instruction, ability to operate an electric cart in a safe manner. Ability to effectively communicate with DSH-A employees, co-workers, attorneys, union representatives, and other individuals conducting business with DSH-A.

TECHNICAL PROFICIENCY (SITE SPECIFIC)

General knowledge of Microsoft Office Suite (Outlook, Word, Excel, Access, PowerPoint) computer programs.

6. LICENSE OR CERTIFICATION

N/A

7. TRAINING - Training Category = 10

The employee is required to keep current with the completion of all required training.

8. WORKING CONDITIONS (FLSA)

The employee is required to work any shift and schedule in a variety of settings throughout the hospital and may be required to work overtime and float to other work

DUTY STATEMENT – Office Technician (Typing)

Page #4

locations as determined by the operational needs of the hospital. All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job functions.

Employee Signature

Print Name

Date

Supervisor Signature

Print Name

Date

Reviewing Supervisor Signature

Print Name

Date